

# 74Software

Speak Up

## User Guide

*Speak Up. Act with integrity. Always.*

*Your voice matters. If something doesn't feel right, **Speak Up***

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# SpeakUp Introduction

Speak Up is 74Software's dedicated and confidential channel for raising concerns or seeking guidance about conduct that may be inconsistent with our Code of Ethics, internal policies, or applicable laws.

It enables confidential and, where permitted, anonymous reporting, helping employees raise concerns safely and in good faith. It can be used for concerns related to business integrity, fraud, conflicts of interest, harassment, discrimination, retaliation, human rights, data protection, information security, or misuse of company assets.

Speak Up is not a replacement for regular HR, IT, Security, Facilities, or management support channels. Day-to-day employment, payroll, workload, technical, or workplace issues should be raised through the appropriate local contact. Concerns raised in good faith will be treated seriously, fairly and with appropriate confidentiality. Retaliation is not tolerated.

**SpeakUp®** is available **24** hours per day and **365** days a year. Therefore, you can use SpeakUp to leave a message or check for a response any time.

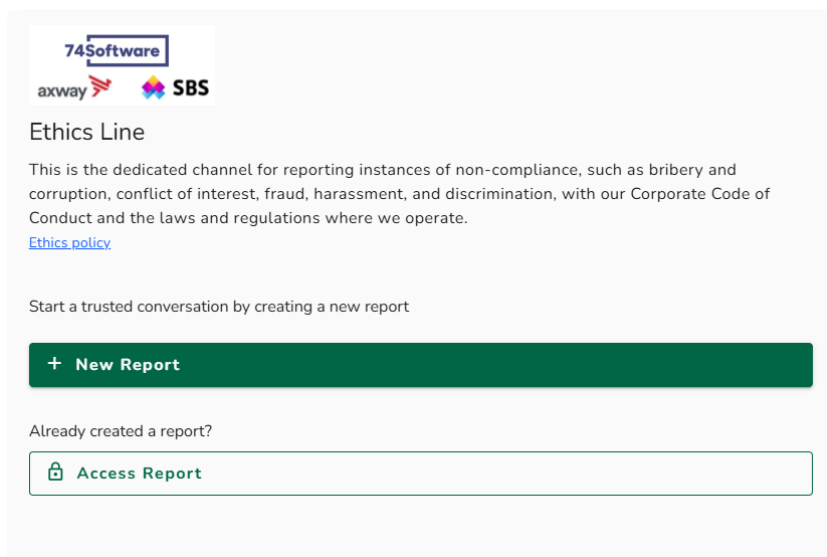
The platform is accessible [here](#) and a knowledge base is also available for any information on how to use the app [here](#).

# How to withdraw a report

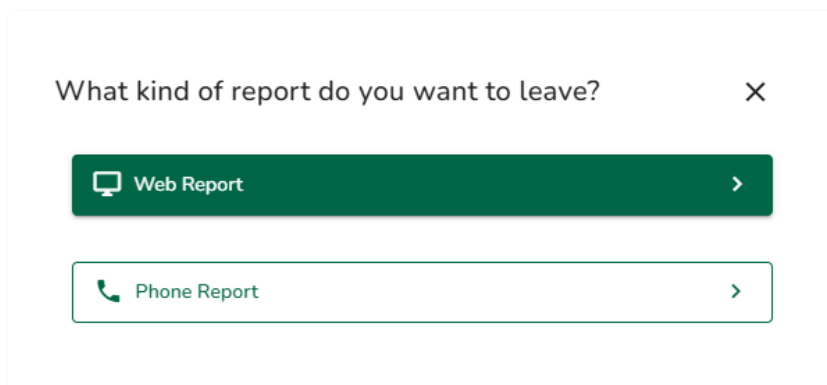
## Via Web

1. Visit the [Speak Up](#) web page which you can find it in our [Corporate page](#) Ethics and anti-corruption
2. Click on **+ New report** to start a trusted conversation.

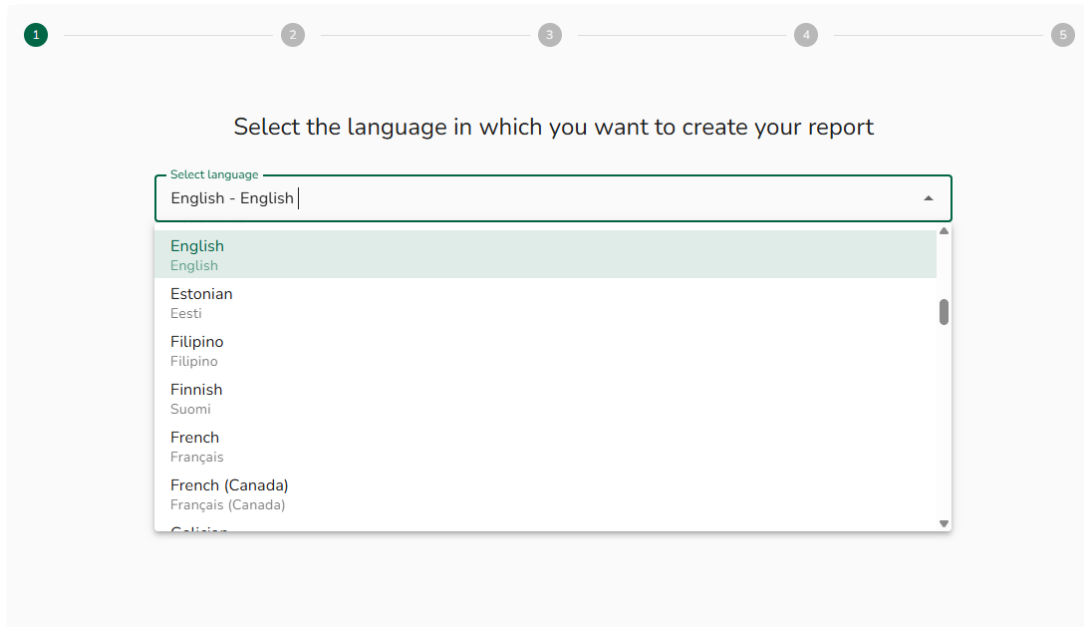
In case you already have an open report, select **Access Report**



3. Select Web report



4. Select the **language** in which you want to leave your message. The application is available in more than 75 languages. The list of available languages is accessible [here](#).



5. Tick the **checkbox** to consent to the processing of your personal data. You can read more about how your data will be processed by clicking on your company privacy policy in the link. Also, you can find it in the header of the app and in our corporate [74 Software site](#).

✓ — 2 — 3 — 4 — 5

**Create a new report**

Learn how personal data is processed by your organisation when creating a report via SpeakUp.  
[74Software privacy policy >](#)

I consent to the processing of my personal data. (mandatory)

6. Note down your unique **Report number** and create a password for your report. It is crucial that you keep this information saved somewhere as you will not be able to follow up on your case without them and the system does not keep the passwords in storage. You will need these to check back for a response later. This is important because this is how you will be able to access it again.

✓ — ✓ — 3 — 4 — 5

**Report credentials**

**Save the report number**

You will need it later to access your report and see any replies from the organisation.

00000000

Make sure to save this number securely. It can't be recovered.

**Create a password**

This password, together with your report number ensures that only you can access your report.

Password\*

**To keep your report safe and secure**

- Minimum 12 characters long
- Minimum one number (0-9)
- Minimum one uppercase letter (A-Z)
- Minimum one lowercase letter (a-z)
- Minimum one special character (!@#\$%^&\*)

**Next >**

7. Indicate:
  - a. In which country the incident took place (Drop Down List).
8. Is the involved person an employee of the country where the incident occurred? If the answer is yes, the report will be handled by the Country HR of the person involved in the report. If the answer is no/I don't know the report will go to the ethics committee to determine the correct person responsible to handle the investigation
  - a. Enter the date when this incident last took place (calendar Date). Select a date prior to the report date.
  - b. If other people were involved (Yes/No)
  - c. If you wish to stay anonymous (Yes/No)

Intake form

Please provide factual details of the situation for investigation purposes.

In which country did the incident happen?\*

Select an option from the list

Is the involved person an employee of the country where the incident occurred?\*

Select an option from the list

Please select the date when this incident last took place:\*

Select date

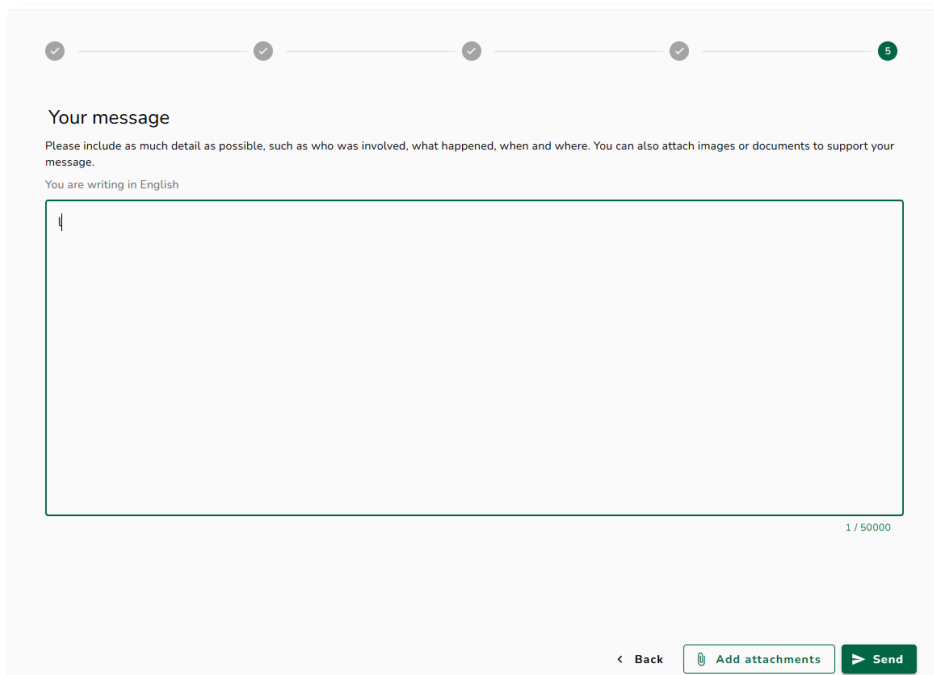
Are others involved or aware of the issue? \*

Yes  No

Do you want to stay anonymous?\*

Yes  No

9. Type your message. The textbox allows up to 50,000 characters so we encourage you to include as much factual detail as possible. Documents can be attached also, via the clip icon found in the top-right corner and the list of supported documents is available here. You are protected from retaliation when you raise a concern in good faith. Retaliation is not tolerated.



The screenshot shows a web interface for composing a message. At the top, there is a progress bar with five steps, the fifth of which is highlighted in green. Below the progress bar, the heading "Your message" is followed by instructions: "Please include as much detail as possible, such as who was involved, what happened, when and where. You can also attach images or documents to support your message." Below this, it says "You are writing in English". A large, empty text input area is provided for the message. At the bottom right of the text area, the character count "1 / 50000" is visible. At the bottom of the form, there are three buttons: a "Back" button with a left arrow, an "Add attachments" button with a document icon, and a "Send" button with a right arrow.

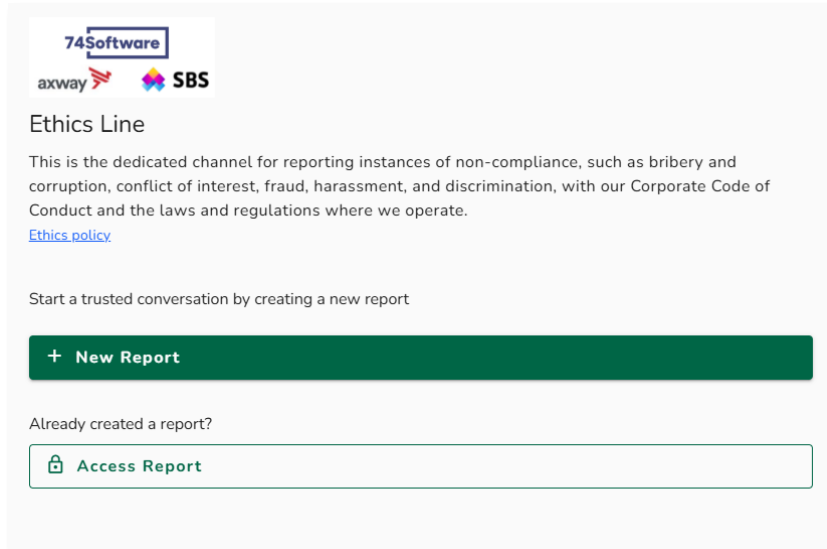
10. Click **Send message** and your message and attached files it will be sent for review.

11. You have the option to leave your email if you'd like to be notified when there is a response.

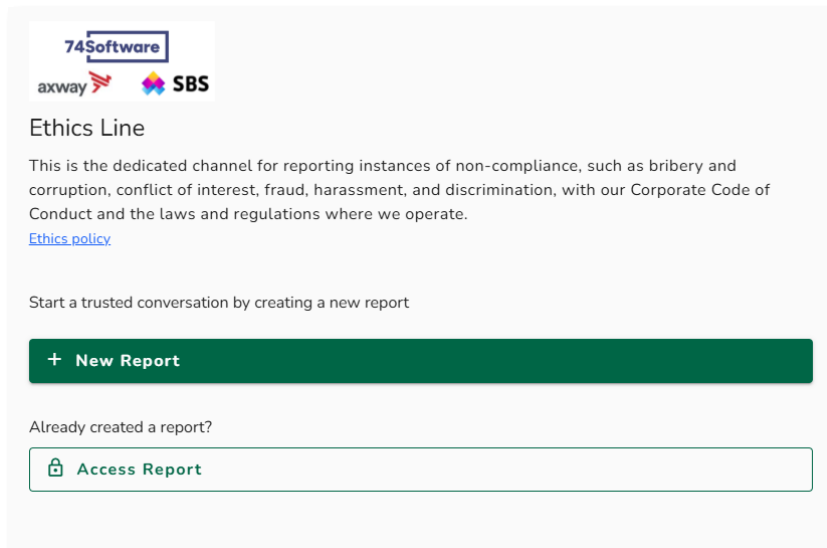
After adding your email, you'll be asked to type the verifying code sent to the provided email address. In case you do not want to leave your email, you will still be able to follow up on your report with your unique report number and Password as explained in the section "How to follow up on a report"

## Via Phone (Toll Free Number)

12. Visit the [Speak Up](#) web page which you can find it in our [Corporate page](#) Ethics and anti-corruption.





1. Click on **+ New report** to start a trusted conversation.




## 2. Select phone report

What kind of report do you want to leave? ✕

 Web Report
>

 Phone Report
>

3. Dial the phone number for the country that you are located in (*Toll Free Number*).

 Leave a report via phone

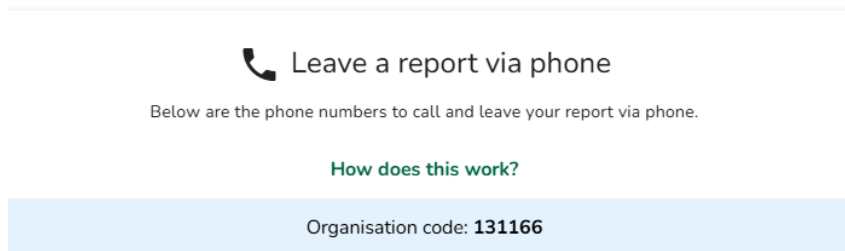
Below are the phone numbers to call and leave your report via phone.

[How does this work?](#)

Organisation code: **131166**

Albania	0035545301801
Algeria	00213983299338
Angola	00244226425610
Anguilla	18334222005
Antigua and Barbuda	18334222006
Argentina	00541120397280
Australia	0061282846262
Austria	0800909683
Bahamas	18334222007
Bahrain	0097316501936
Bangladesh	008809610998462

4. The voice prompts will guide you through the following steps:
  - a. Enter the 'Organisation code' it is on the top of the page



- b. Select your language.
  - c. To create a new report and consent to the processing of personal data, press 2.
  - d. You will receive a unique 'Report number'. Write this down carefully as you will need it to be able to call back and hear a response to your report.
  - e. Choose a 4-digit PIN code. Remember it so that you can log back in later.
13. Your call will be recorded and transcribed. Recording will not be shared but will be used to generate transcript and Sienna (Speak Up's AI Powered voice agent) will guide the conversation by asking relevant questions. A summary will be provided at the end, with an option to add more details and the call will automatically end when complete.
14. You can expect a response from your organisation within one week. Make sure to call back with your Report number and PIN to check for a response. The phone speak up line does not collect emails from whistleblowers allowing them to receive alerts when their case status changes. Whistleblowers can check on their reports online or by calling back the phone number and press 1 to follow up on your report.

All phone reports go to the ethics committee to determine the correct person responsible to handle the investigation.

## How to follow up on a report

In case you shared your email, you will be notified of any change on your case. The Ethics Team will communicate with you through the platform and you will receive an email notification every time it is the case.

To follow up on your case, whether you shared your email with the system or not, visit the 74S SpeakUp webpage and select 'Log in'. Indicate your unique report number collected during the reporting period and your password.

You will land on a Report page where you will see all communications from the Ethics Team and you can use the Chat Box to communicate back.

Type your message. You can upload attachments via the clip icon found in the top-right corner. The list of supported documents is available here. Click 'Send message' and your message and attached files will be processed.



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